

QUALITY IMPROVEMENT STORYBOARD



Division/ Program:	Division of HIV and STD Programs
Project Title:	IQI Training Campaign
Project Timeline:	March 2017 to October 2018
QI Specialist(s):	Marcy Fenton, Lisa Klein, Mi-Suk Harland, Dolores Chuck & Alyson Del Poso

1. Getting Started

The Division of HIV and STD Programs (DHSP) Quality Improvement (QI) Specialists attended the Department of Public Health's (DPH) 2017 Annual Quality Improvement Summit and were disappointed to learn that compared to all DPH programs' staff completion of the Introduction to Quality Improvement (IQI) in Public Health, a Learning Net training module, DHSP scored low (6.3%).

2. Assemble the Team

DHSP's QI specialists initiated this QI project in their monthly Quality Improvement Working Group (QIWG) meetings.

3. Define the Problem / AIM Statement

QIWG recognized the need to increase the number and diversity of DHSP staff that understand and use quality improvement tools to collaborate on QI projects to improve our programs' performance and positively impact its outcomes. This would contribute to meeting the Public Health Accreditation Board's Standard 9.2. Our aim was to increase the total number of DHSP staff who completed the IQI Training to at least 75% by June 30, 2018.

4. Examine the Current Approach

No structures, policies or procedures were in place to encourage DHSP staff QI education, use QI tools, or share results of QI initiatives. As of June 30, 2016, only 6.3% of over 300 DHSP staff had completed the IQI Training since rollout in Fall 2014.

5. Identify Potential Solutions

QIWG brainstormed how to build a campaign to encourage, incentivize, and celebrate completing the IQI Training. A post IQI Training survey would allow staff to give us feedback, and self-identify their motivation to complete the training, changes in QI knowledge, interest in learning more about QI and future participation in QI projects. A raffle for those that completed the IQI Training, the survey, and entered, could be a big motivator

6. PLAN

DHSP's QIWG reviewed QI tools and planned to use the *Quick Guide to QI Projects* and create a Gantt Chart to develop the QI plan & project. A formal plan would be submitted for approval by Quality Improvement and Accreditation Program (QIAP). Access to the Learning Net to verify training completion was needed. Planning for the execution of the IQI Campaign, i.e., tests of change (PDSAs), the larger all staff rollout, and post-IQI training survey, required DHSP leadership buy-in, marketing strategies, raffle details & rules, data collection tools using Excel worksheets and codebook for evaluation, and other tasks. Raffle eligibility required staff to (1) complete the IQI Training, (2) complete the post IQI Training survey and (3) raffle entry.

7. DO

QIWG used the *Quick Guide to QI Projects* to develop the QI plan & project, and created a Gantt Chart that became the Campaign's backbone for planning, doing, evaluating & modifying details, processes, timeliness, etc. QIWG submitted a QI Project Plan to QIAP for feedback and approval. A Performance Improvement Project Plan Summary was presented to DHSP Leadership, which in addition to granting



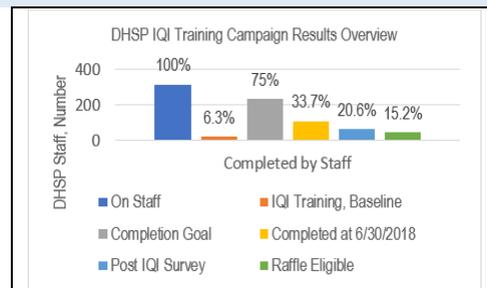
QIWG permission to proceed with the IQI Training Campaign, donated Walmart gift cards for raffle prizes. Access and support was obtained from DPH's Organizational Development & Training to verify IQI Training completion from Learning Net. The raffle required ongoing thinking,



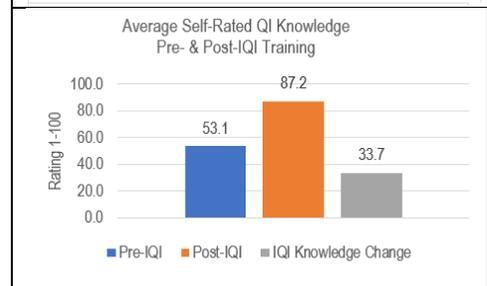
flowcharts, etc. to identify barriers & choose solutions. The post IQI-Training survey was constructed on SurveyMonkey & modified in response to feedback. Periodic mass announcements via email and posters were made to promote the IQI Training Campaign & celebrate raffle winners. QIWG routinely evaluated results and processes.

8. STUDY

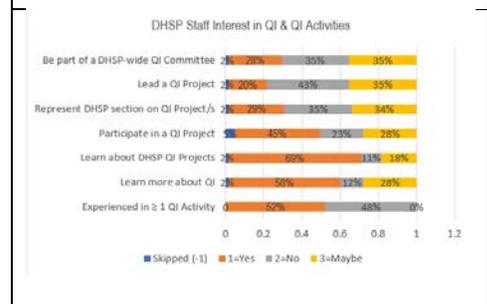
While the number of DHSP staff who completed the IQI Training increased by 435% from baseline, the goal, that 75% of all staff would have completed the IQI Training by June



30, 2018 was not reached. The post-IQI Training survey found DHSP staff respondents' self-rated (0-100) increase of QI knowledge averaged 33.7 points.



Over half of survey respondents indicated some experience in QI activities and further interest to learn and/or participate in QI activities in their units and DHSP-wide.



9. ACT

IQI Training will be adapted. QIWG will communicate to DHSP leadership campaign results and recommend that the IQI Training be made mandatory to existing and newly hired DHSP staff. QIWG plans to recognize, encourage &/or integrate DHSP staff interested in QI.